

Fundamentals of Supervision

1. Overview

This programme equips junior managers and team leaders with the skills, knowledge, and attitudes to effectively lead, motivate, and manage individuals and teams in alignment with organisational goals. Participants will develop competence in leadership, team motivation, induction of new team members, managing performance, and communicating effectively across various business contexts.

2. Programme Outcomes:

- Induct new team members and integrate them effectively into the workplace
- Apply leadership concepts and techniques appropriate to a work context
- Motivate, build, and maintain high-performing teams
- Manage individual and team performance through goal setting, monitoring, and feedback
- Communicate confidently and effectively in writing and other modes for various workplace contexts

Qualification:

Certificate of Completion

Duration:

5-Months

Programme Type:

Category B – Workplace-Based Learning Programme

Programme ID:

PA0666

SAQA US:

242812, 242824, 242819, 119459

NQF Level:

4

Credits:

31

Entry Requirements:

Communication & Mathematical Literacy at NQF 3

Training Options:

Online - Each participant will receive access to an online portal, where all programme materials and resources are available. Training is delivered fully online, and participants will join scheduled Microsoft Teams sessions facilitated by a trainer. This mode provides flexibility and allows learners to participate from any location.

Blended - Blended learning combines both online and face-to-face training. Participants receive access to an online portal for online content, resources, and self-paced activities. They also attend scheduled in-person contact sessions with a facilitator, either at the client's premises or providers campus. This approach offers the flexibility of online learning with the added support of guided, interactive sessions.

Face-to-Face - Each participant will receive training resources, which contains all programme materials and resources. Training is delivered through onsite contact sessions, either at the client's premises or providers campus, where a facilitator conducts the sessions in a classroom environment.

Minimum Participants Required:

(1) Online, (1) Blended & (1) Face-to-Face

**A choice of leveraged programmes for any person,
At any level, in any department, of any company, in any industry.**

3. Programme Content

- **(242812 US):** Induct a member into a team
- **(242824 US):** Apply leadership concepts in a work context
- **(242819 US):** Motivate and Build a Team
- **(119459 US):** Write/present/sign for a wide range of contexts

4. Topics

Module 1: Inducting a New Team Member

- The purpose and importance of induction
- Preparing for a new team member (resources, workspace, documentation)
- Conducting an induction session
- Communicating team objectives and expectations
- Monitoring and evaluating new team member performance
- Career paths and development opportunities in the organisation
- Post-induction follow-up and support

Module 2: Applying Leadership Concepts in a Work Context

- Understanding leadership in context
- Leadership vs. management – similarities and differences
- Leadership styles and theories (e.g., transformational, situational, servant leadership)
- Leadership qualities and emotional intelligence
- Applying leadership in different workplace situations
- Building credibility and trust as a leader
- Evaluating leadership effectiveness and feedback mechanisms

Module 3: Motivating and Building a Team

- Understanding motivation and its importance in teams
- Theories of motivation (Maslow, Herzberg, McGregor, etc.)
- Understanding individual differences and team diversity
- Group dynamics and team roles
- Developing team cohesion and trust
- Creating a motivation and recognition plan
- Providing constructive feedback and celebrating achievements
- Handling demotivation and conflict within teams

We trust that the above is in order and look forward to hearing from you for Implementation

Module 4: Managing Individual and Team Performance

- Understanding performance management
- Setting SMART performance goals and key performance indicators (KPIs)
- Linking team performance to organisational strategy
- Conducting performance reviews and appraisals
- Providing feedback for performance improvement
- Coaching and mentoring for development
- Managing poor performance and conflict
- Recording and reporting performance results

Module 5: Professional Business Communication

- Communication in the workplace – purpose and importance.
- Writing for different audiences and purposes.
- Structure and style of business texts (emails, reports, proposals, presentations)
- Drafting, editing, and proofreading processes
- Using appropriate grammar and tone
- Presenting information using multimedia tools
- Writing persuasively and professionally
- Reviewing and improving written communication

5. Assessments

This programme includes a Portfolio of Evidence (POE) that must be submitted at the end of the programme. The POE include:

- **Knowledge Assessments:** To evaluate theoretical understanding.
- **Practical Assignments:** Hands-on tasks related to course topics.
- **Workplace Assignments and Logbook:** Application of skills in real-world settings.

Successful participants will receive a certificate of completion.

6. Workplace-Based Learning Programme

This WLP is a fusion of academic learning and practical work. The learning is directly applied to the workplace by using client-based mentors and extensive workplace-based portfolio work and assignments. Apart from the obvious benefits of a workplace directed qualification, each WLP qualifies for recognition as a Category B Skills Programme in the Learning Matrix of the Amended BEE codes, which allows for the salaries of participants to be recognized as part of the Skills Development Expenditure.

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